



**U.S. ARMY CYBER CENTER OF EXCELLENCE
AND FORT GORDON
OFFICE OF THE STAFF JUDGE ADVOCATE
Legal Assistance Division**



This Information Paper from the Fort Gordon Legal Assistance Division contains general legal information on a topic upon which Legal Assistance Attorneys typically advise. The information provided is general in nature and does not constitute formal, specific legal advice. If you wish to receive legal advice specific to your situation, please consult an attorney.

Cyber Advocacy: COVID-19 Travel Refunds

As a result of the COVID-19 pandemic, many Servicemembers, Civilian employees, and Family members have been required, or elected, to cancel their travel plans. Following are questions and answers related to canceled or changed travel plans.

Q: Can I file a claim for reimbursement for canceled or changed travel plans?

A: No. The Personnel Claims Act and the Military Claims Act do not authorize payment in these circumstances.

Q: How do I get my money back?

A: If you are seeking reimbursement you should reach out to the commercial carrier directly to seek a refund or credit. Although every company has different policies and procedures, many companies have waived their change fees if your travel has been impacted by COVID-19. However, whether the company decides to provide a credit, refund, or waive fees is determined by each individual company and your specific circumstances.

Q: What if the company refuses?

A: In the event the carrier refuses to issue you a refund or credit, you should think about whether you purchased any travel insurance with your ticket or reservation. If you did purchase travel insurance, you may be able to seek compensation through that policy. Additionally, many credit cards include travel insurance which covers any ticket purchased with that card. You should review your cardmember agreement and call your credit card company to seek compensation.

Q: Are there any other options?

A: If you are still unable to obtain reimbursement, please contact our office and make an appointment. Although the office is not providing in-person services, you may still make an appointment for a telephonic attorney consultation by calling (706) 791-7812/7813.

For additional military-specific resources and information during the COVID-19 pandemic, including financial resources, you can visit Military OneSource at <https://www.militaryonesource.mil/coronavirus>.